

# FREQUENTLY ASKED QUESTIONS FOR SIM REGISTRATION

## 1. What documentation is needed for SIM Registrations?

### Natural person (Individual)

- Namibian ID/ Valid Passport/ Voters Card/ Driver's License
- Proof of ownership of your SIM card(Starter pack) or Police Declaration/ Power Of Attorney.
- Married Individuals registered in their maiden name must present their marriage certificate and ID
- Proof of residential address (Municipal Bill) or a letter from nearby school, church, constituency councillor, police declaration/ Power Of Attorney.

### Juristic person (Business)

The staff member (Person) must obtain a letter from their company on the company letterhead specifying that the person representing the juristic person has the authority to represent the juristic person:

- Full names as per ID,
- ID number
- Business registration number.
- Business Name
- Business address.

**NB!! Bring along your ID/Passport(valid)**

## 5. Why do I need to do a SIM Registration?

- Secure your SIM and stay connected
- To develop and build a SIM database with integrity, boosting confidence and security for the use of services dependent on the communications network
- To curb fraudulent and criminal activities
- Secure SIM Card based transactions
- To help determine at every point in time the accurate number of valid and accurate SIMs on the networks
- The exercise will enable us to build better demographics of our customer base and help us develop products and services to suit the various groupings
- The Regulator will also depend on the statistics generated by the data to regulate the industry better.
- On the economic front, the SIM Registration will enhance economic growth and gradually formalize the informal sector as people will now be able to access e-Government services and other private e-services. In addition, the SIM Registration will also support financial inclusion across the vulnerable sectors.

## 2. Where can we register our cards?

- Any MTC Mobilehome /Enrollment Centre/Mobile Van in your area.
- MTC is doing roadshows around the country.
- We will announce weekly where the registrations points will be held. Stay alert for our announcement when we will be in your area.

## 3. When will the numbers be cut off?

- Mandatory Sim Registration ends on **31 December 2023**.
- SIM cards that have not been registered in accordance with these new directives and guidelines will be cut off and removed from the networks.

## 4. Will I be required to get a new SIM card if I register?

- No, you will not be required to get a new SIM Card.
- As long as you keep the SIM card active by making a chargeable event, it is yours.
- SIM Cards that are inactive for over a period of 60 days will be churned as per normal prepaid Ts&Cs.
- This also applies to Resident Foreign Nationals who have registered their SIM Cards with a Non-Namibian ID or documentation.

## 6. Will my number(s) change, or will my current number(s) be maintained?

- The SIM Registration exercise will not result in a change of number(s). You will still utilize the same number.

## 7. What happens to inactive SIM cards? Can they be registered?

- Inactive SIM cards can mean the following status (Expired/Deactive/Cut-off & Cancelled)
- SIM replacement can be carried out on Expired/Deactive before 180 days.
- When the number is Cut -off or Cancelled after 180 days, it will be recycled (come back as unregistered number and does not belong to anybody).
- Yes, it can be registered in the event of a SIM Replacement.
- No, if the number is cut-off/cancelled and recycle it will be resold as a new number.

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YOUR SIM  
CARD**

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#### 8. Can a minor/underage sim card holder register?

- The Government has noted that as a result of the pandemic, more and more younger people are using connected devices for their online educational activities. To accommodate this, and in cognizance of the importance of communications services, the age for owning a SIM Card is set at 18 years.

#### 10. Can I register on behalf of any individual SIM Card Holder?

- NO! You cannot register on behalf of anyone.
- Again, we caution everyone to ensure that they do not use their Namibian ID, business document, municipal bill (proof of residence) or valid passport to register a SIM Card for unknown people as you will be held responsible if the SIM is found to have committed fraudulent activities.

#### 12. How can I as an individual check if my SIM card is registered?

- Individuals can contact us via WhatsApp **+264 811 500 100** to check if their sim card is registered.

#### 14. If I'm running a SME's for Alarms System/ Water Meter reading and Motor Gate Control system or Cooperate companies and I have a lot of prepaid numbers. How should I register these numbers?

- SME's, GRN Clinics - SME's utilizing prepaid numbers for machine to machine (M2M) communication services, must ensure that prepaid numbers are registered under the M2M number range (089 number range).
- Tour Operators - Request in writing when purchasing tourist packages. The tour operator must register the SIM card in the respective tourist name(s) at point of entrance.
- Corporate Companies - in respect of a customer who is a juristic person obtain the information specified in regulation 7(6), including the name, registration number (if any), business address, business name, letterhead and information to identify a natural person representing the juristic person in concluding the contract with the service provider to provide telecommunication services.

#### 9. If not, can one register for a minor?

- For people younger than 18 years of age, it is mandatory for them to have a parent register for them. The adult should be a parent or guardian of the individual who is less than 18 years of age.
- SIM card must be registered in both the minor and guardian/parent's name.
- Minors MUST not be registered under the parents or guardians name.

#### 11. How would the registration affect and restrict/curb Mobile Money fraud?

- We are hopeful that with each SIM connected to a valid ID, Business Registration Certificate or foreign Valid Passport, the perpetrators of these fraud will no longer have any hiding place and will be forced to stop the fraudulent activities.
- This is possible as fraudsters will be identified with their mobile numbers because each subscriber's mobile number is tied to his or her ID card/ Passport details.

#### 13. How can Business Entities check which SIM Cards are registered in the name of the Business, given that some Businesses may have over 20 SIM Cards for their operations?

- Businesses can liaise with their account managers.

#### 15. Is there any cost to the SIM Registration?

- No!
- Existing subscribers will not be required to pay for registering your SIM Card. Please do not pay money to any Sales Agent/Registration Officer or vendor who asks for money to register your SIM Card. Also report any Sales Agent/Registration Officer or anybody who asks for payment before registering your SIM Card to MTC at **+264 811 500 100**.
- New Subscribers will only be required to pay for the cost of the new SIM Cards and not for the cost of the Registration.
- For customers required to do a sim replacement due to an inactive state, will be required to pay for the cost of the SIM card and not for the cost of the registration.

**NB!! Please note that you should bring along your proof of ownership of the sim card or police declaration.**

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**16. Namibian living outside the country, (Peacekeeping, Studying, official assignment) and I still use my MTC SIM Card. How can I register my SIM Card as I do not want to lose the number?**

- To register your SIM Card while you are abroad you will be required to do the following:
- Download and complete the POA (Power of attorney) from our website ([www.mtc.com.na](http://www.mtc.com.na))
- Do one (1) police declaration for:
  - Proof of ownership
  - State the reasons for not being unable to do the registration yourself.
  - State the designated person who can register the SIM Card on your behalf.
- Attached a copy of your current residence in the foreign country.
- Attached a copy of your certified ID or passports.
- The designated person will/can do the SIM registration for you.

**18. How do I register my Data SIMs?**

- If you have any SIM being used in a device for services including internet/data/WIFI services, please note that the mode of registration will be like that of the new SIM Registration.
- Take all your numbers with to the nearest MTC Mobile Home for registration.

**20. Will the registration affect tariffs?**

- No, the registration will not affect any tariffs.

**17. I lost a family member and I have been receiving calls on their SIM related to their work or to the family? How can I register the SIM in my name?**

- The loss of a loved one always creates the need to continue communicating with regards to their friends or business partners.
- When such a situation occurs, subscribers are advised to submit the Letters of Administration for the estate of the deceased and the SIM Card will then be registered accordingly. Where the subscriber's name is not on the Letters of Administration, they will need the person(s) designated in the Letters of Administration to write an Authority Letter to MTC requesting them to register the SIM Card in the name of the one who want to keep on using the SIM Card.

**NB!! Power Of Attorney (POA) is on MTC website ([www.mtc.com.na](http://www.mtc.com.na))**

- In a Business environment, the Business can easily request the MTC to link the SIM Card to the ID of another Listed Director.

**19. How many SIM cards can one register?**

- See below the various limits for SIM Card ownership:
- Individuals – 10
- Foreigners – 5
- Businesses – No Limit on SIM Cards for Businesses

**Why are we using the Verifi Tool for SIM Registration?**

**“In order to strengthen consumer data protection and to curb identity theft. MTC has introduced a KYC tool being its Verifi platform as a condition of sale. MTC will be utilizing the Verifi tool for SIM registration. Verifi covers the requirements of SIM registration and further protects the customer by requiring additional information. Once you sign up through Verifi, you will have a digital ID that you can use to access MTC's services. This basically means in future you will not need to present your ID or a police declaration for a SIM replacement, to apply for a contract or any other transaction that requires identification.”**

**NB: SIM Registration ends on 31 December 2023**

To be continued...

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